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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:	Bigus et al.	:	Date: August 4, 2004
Group Art Unit:	2121	:	IBM Corporation
Examiner:	M. Bell	:	Intellectual Property Law
Serial No.:	10/021,203	:	Dept. 917, Bldg. 006-1
Filed:	October 30, 2001	:	3605 Highway 52 North
Title:	PRODUCT SUPPORT OF COMPUTER-RELATED PRODUCTS USING INTELLIGENT AGENTS	:	Rochester, MN 55901-7829

INFORMATION DISCLOSURE STATEMENT UNDER 37 C.F.R. §1.97

Commissioner for Patents
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Technology Center 2100

Sir:

Applicants request that the information listed on the attached Form PTO-1449 be considered by the Office during the pendency of the above entitled application, pursuant to 37 C.F.R. §1.97. In accordance with 37 C.F.R. §1.97(h), the filing of this Information Disclosure Statement shall not constitute an admission that any information cited therein is, or is considered to be, material to patentability as defined in 37 C.F.R. §1.56(b). In the interest of full and complete disclosure to the Office, some or all of the art cited herein may not be considered by Applicant(s) or the Undersigned to be material under the new standard of materiality defined in 37 C.F.R. §1.56(b), enacted March 16, 1992, but may be material under the old standard of materiality defined in 37 C.F.R. §1.56(a), last amended on November 28, 1988, or may merely be technical background which may be of interest to the Examiner. In accordance with 37 C.F.R. §1.97(g), the filing of this Information Disclosure Statement shall not be construed to mean that a search has been made.

Serial No. 10/021,203
Docket No. ROC920010146US1

This Information Disclosure Statement is being filed under 37 C.F.R. §1.97(c) before a final action or notice of allowance. The filing fee of \$180.00 (for other than a small entity) is to be charged to our Deposit Account No. 09-0465.

Date: August 4, 2004

Respectfully submitted,

By 

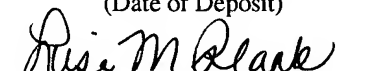
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